

Selective Call Waiting ID

Selective Call Waiting ID alerts you only when people on your Privileged Caller List are trying to call. When you hear the special tone, take a look at your Caller ID display. You'll see that the second call is one you'd like to answer. Other callers will not ring through or show on Caller ID – they'll simply hear a busy announcement or be transferred to Voice Mail.*

Before you can use Selective Call Waiting ID, you must activate your service and input your Privileged Caller List.

- Dial ***728** from the telephone line on which Selective Call Waiting ID is installed.
- Follow the setup instructions on the back of this sheet.

How to use Selective Call Waiting ID

- When you hear the Selective Call Waiting ID tone, the display shows the name and number of the phone line used to place the call.
- Allow one full ring for the caller's information to display.
- If you don't want to answer the second call, your phone or display unit remembers the caller's information, so you can call back later.
- If the second call is one you want to answer, quickly press and release FLASH or the switchhook ("hang up" button) to put the first call on hold and answer the second call.
- Press FLASH again to switch between callers.
- To remove one party, simply hang up.

What if my phone rings, but the name and number of the second caller don't appear?

Always make sure you allow one full ring for the caller's information to show up on your display.

If the display reads PRIVATE or ANONYMOUS, your caller has decided to block his/her name and number. If UNAVAILABLE, OUT OF AREA or UNKNOWN are displayed, it means the call is coming from an area that isn't equipped for Caller ID. If other messages appear, check the owner's manual of your phone or compatible display unit.

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How to temporarily deactivate Selective Call Waiting ID

- Press ***70** and listen for three short tones, then a regular dial tone.
- Dial the number you want to call. Anyone else who tries to reach you during this call will hear a busy announcement or be sent to Voice Mail.* Selective Call Waiting ID is automatically reactivated when you hang up.
- To Deactivate while on a call, press the FLASH or Switchhook to put the call on hold. Listen for three brief tones and a normal dial tone, then press ***70**.
- Press and release FLASH to return to original call.

How to set up Selective Call Waiting ID

- Call the CenturyLink Update Center by dialing ***78** from the telephone line on which Selective Call Waiting ID is installed. Or, call the Update Center at 1-888-(your area code)-8052** from any touch-tone phone.
- Once you reach the Update Center, you will need to enter a four-digit security code. The first time you call the Update Center, enter the temporary security code **1234**. You'll then be instructed to set up your own security code.
Note: If you already use the CenturyLink Update Center for another CenturyLink service, such as Call Following®, use the same security code to reach the Update Center that you use for your other service (rather than **1234**).
- Continue to follow the prompts to set up your service. Be sure to have your list of up to 25 Privileged telephone numbers (or area codes or area codes + prefixes) that can alert you during a call.
- If you input an area code, such as 303, all callers from that area code will beep through. Or you could allow all calls from an area code + prefix to alert you.

- You can also use the Update Center by dialing ***78** to turn Selective Call Waiting ID OFF, for times when you want to be alerted to all callers. Call the Update Center again when you're ready to reactivate Selective Call Waiting ID, and your Privileged Caller List will be saved and waiting for you.
- If you have Custom Ringing numbers associated with your telephone and want Selective Call Waiting ID to function with your Custom Ringing number(s), you will need to initialize the service by following the directions given for Custom Ringing numbers.

Long Distance Alert is FREE with Selective Call Waiting ID

The Long Distance Alert*** feature lets you assign a special ring or beep to the long-distance callers that are most important to you. Just ask and it's yours FREE with Selective Call Waiting ID.

Make Selective Call Waiting ID work harder for you

Sometimes the call you're on is too important to be interrupted, but you don't want to miss the second call either. CenturyLink Voice Mail* is the answer. This handy feature works with Selective Call Waiting ID, taking messages from any waiting callers you choose not to answer.

If you are in the process of making a call or the phone is ringing, the Selective Call Waiting ID tone may not alert you. But that doesn't mean you'll lose the call. If you have CenturyLink Voice Mail, the call will still be forwarded to your voice mailbox.

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more about Selective Call Waiting ID

Be aware: A variety of websites and vendors offer services that will let a person make it look like they are calling from any number they want. In this situation, the name or number that displays on the Caller ID or similar equipment may not be the information of the calling party. This is often called "number spoofing". Sometimes it is done for a legitimate purpose, sometimes it is not.

Selective Call Waiting ID is available in most areas. Up to 25 numbers of 3, 6, or 10 digits can be placed on the Privileged Caller List (PCL). Unavailable numbers including some long distance and operator-assisted calls will not activate Selective Call Waiting ID tones. Caller ID service and compatible required equipment available at additional charge. Not all calls will display a number and/or name. Other restrictions apply.

Selective Call Waiting ID is provisioned in OFF mode for Custom Ring numbers and needs to be turned on through the Update Center to be functional.

* Voice Mail requires the use of a touch-tone phone. Voice Mail sold separately. Available in most areas.

** In Minnesota area codes 763 and 952, call 1 888-612-8052 to reach the Update Center. In Iowa area code 641, call 1 888-515-8052. In Arizona area code 928, call 1 888-520-8052. In Oregon area code 971, call 1 888-503-8052. In Oregon area code 458, call 1 888-541-8052.

*** The same special ring is used for Custom Ringing, Priority Call and Long Distance Alert. If you have more than one of these services, you may not be able to distinguish between types of calls. Some restrictions apply.

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1 866-450-6152 for customer assistance
centurylink.com/welcome

